

**JOB DESCRIPTION**  
**MURFREESBORO WATER AND SEWER DEPARTMENT**  
**CUSTOMER SERVICE CLERK**

1. **JOB TITLE:** CUSTOMER SERVICE CLERK
2. **DEFINITION:** The position of Customer Service Clerk involves general office work in billing, collection, and meter reading. This is an entry-level position requiring an individual who is capable of exercising good judgment and who possesses skills, personal disposition, and the psychological qualities generally required of people who work well with the public. This employee is under the direct supervision of the Customer Service Manager. All employees are responsible to the City Manager. This position is classified as non-exempt for purposes of the Fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens. As non-safety sensitive, the employee will be subject to post accident, reasonable suspicion, return to duty and follow-up drug and alcohol testing.
3. **EQUIPMENT/JOB LOCATION:**
  - a. A Customer Service Clerk must be capable of operating a personal computer, electronic cash register, typewriter, 10-key calculator, facsimile machine, photocopier, postage machine, multi-line telephone system, and miscellaneous office equipment and accessories customarily used in an office environment.
  - b. The job location is in the administrative offices of the Water and Sewer Department. All City buildings and vehicles are smoke-free and tobacco-free.
4. **ESSENTIAL FUNCTIONS OF THE JOB:**
  - a. Works with customers to resolve inquiries pertaining to charges and services.
  - b. Takes orders from customers initiating or discontinuing service.
  - c. Receives, enters on keyboard, and tabulates payments from customers over the counter, at drive-in window, in depository, or by mail.
  - d. Types letters, forms, maintains files and various other office records.
  - e. Activates or de-activates customer accounts for computer billing purposes.
  - f. Balances cash drawer daily.
  - g. Assists customers in purchase of water and/or sewer taps.
  - h. Mails bills and other statements to customers on a monthly basis.
  - i. Receives and/or routes telephone inquiries for customer service.
  - j. Acts as switchboard operator and receptionist.
  - k. Delivers correspondence/documents to other departments.
  - l. Sits, stands, stoops and walks intermittently.

## **5. EXAMPLES OF OTHER WORK TO BE PERFORMED:**

Performs other duties and special projects as assigned.

## **6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- a. High School diploma or equivalent.
- b. Knowledge of modern practices and procedures employed in general business.
- c. Excellent communication skills, both written and oral.
- d. Possess even temperament, good judgment and excellent human relations skills with the ability to communicate effectively with coworkers, management and the public, some of whom at times may be irate and unreasonable.
- e. Must be at least twenty-one (21) years of age.
- f. Have legal authorization to work in the United States of America.
- g. Must not have been convicted of or pleaded guilty to or entered a plea of *nolo contendere* to any felony charges or to any violation of any federal or state law or city ordinance relating to force, violence, theft, dishonesty, gambling or controlled substances.
- h. Must not have been convicted of, pleaded guilty to, entered a plea of *nolo contendere* to, or received judicial diversion for any misdemeanor charges involving DUI/DWI or alcohol within the past five (5) years.
- i. Possess a good reputation for and ability to maintain confidentiality.
- j. Ability to receipt in funds, accurately count money and make correct change.
- k. Possess good skills in punctuation, spelling and arithmetic.
- l. Ability to comprehend both oral and written instructions and to communicate in English, both orally and in writing.
- m. Maintain a neat, clean and appropriate personal appearance.
- n. Ability to report for work and perform the duties of the position for a 7 1/2 hour work day five (5) days a week.
- o. Ability to accurately perform job responsibilities in a timely manner in order to meet scheduled deadlines.
- p. Have physical and mental ability to work independently and cooperatively and to perform duties of job in comparable time to other employees.
- q. Ability to type a minimum of 35 wpm preferred.

Non-Exempt  
Non-Safety Sensitive  
December 28, 2007